



## DUTY STATEMENT

<b>Classification:</b> Information Technology Associate		<b>Position Number:</b> 835-188-1401-001
<b>Division/Office/Section:</b> AFITS/IT Services/Client Services & Operations/Help Center		
<b>Location:</b> 1001 I Street, Sacramento CA 95814	<b>Effective Date:</b>	
<b>Employee's Name:</b>	<b>Supervision Exercised:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Supervisor's Name:</b> Matthew Hoang		
<b>Collective Bargaining Identifier (CBID):</b> R01		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to department policies and procedures regarding attendance, leave, and conduct.

**Due to the confidential nature of Information Technology (IT) work, the employee is expected to have a high level of confidentiality. No information is allowed to be shared outside of IT without approval from IT management.**

### POSITION DESCRIPTION

Under the general supervision of the IT Supervisor I who supervises the Help Center, the incumbent is responsible for ensuring that CalRecycle IT resources are available for activities performed at each CalRecycle location, including hardware and Microsoft Office software support. Participates on project teams for large scale network integration and operating system deployments.

Duties of this position primarily fall under the Client Services domain.

### ESSENTIAL FUNCTIONS

- 40%** Provide consistent, predictable, and acceptable levels of assessment, support, and installation of IT equipment, including software, hardware, and peripherals. Act as subject matter expert over the software and hardware support for all CalRecycle locations, maintain ready-imaged systems and components, and ensure resources are made available for that location. Use electronic engineering knowledge and skills to analyze, diagnose, and repair computer hardware components and peripherals. Resolve customer problems and issues in the use of CalRecycle office automation software, (Windows OS, Word, Excel, PowerPoint, Outlook, Acrobat, etc.). Provide support and installation of network, telecommunications, desktop hardware, and desktop software for CalRecycle's field offices. Provide support of remote access clients with the use of Citrix. Responsible for setting up and supporting presentation equipment for meetings, on- and off-site conferences, and exhibitions for program staff. Provide support and oversight for CalRecycle multimedia equipment in meeting and training rooms, on and off site. Integrate multimedia equipment into LAN environment. Assist CalRecycle staff on presentation options and set up presentation equipment for videoconferences, webcasts, webinars, Go-To-Meetings, and audio conferences, and ensure the multimedia needs for meetings and functions are met. Provide support to resolve issues related to VoIP communications software and devices and smartphone, cell phone, and air card devices.
- 30%** Backup with IT asset management activities for CalRecycle including tracking IT asset location, preparing equipment disposition requests and updating asset status. Ensure that equipment that contains data is sanitized in accordance with SAM 5953 Information Technology Disposal of IT Equipment guidelines. Back up for making adjustments and create user defined fields in the different modules in BarScan asset management database as needed. Review IT asset transactions and approve. Backup with maintaining and creating building map design, staff location, data connection location, IT asset and printer locations. Act as subject matter expert over Surveying IT equipment.
- 15%** Perform a variety of special IT projects pertaining to development and support of Information Technology Services Branch (ITS) customer service projects including, but not limited to, creating documentation for all unit IT tasks, system software and hardware upgrades, component or peripheral upgrades/replacements and large-scale relocations. Assist procurement officer with IT procurements.

- 5% Participate on teams in support of information technology customer service projects including, but not limited to, system software and hardware upgrades, component or peripheral upgrades/replacements, and large-scale relocations. Independently transport computer equipment and supplies to 801k Field office.

**MARGINAL FUNCTIONS**

- 5% Continuing Education. Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.
- 5% Provide technical assistance and review to other computer systems software development staff to ensure overall quality of work and compliance with CalRecycle IT Services/Help Center standards and practices.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:	Date:
Employee Signature:	
I certify that the above accurately represent the duties of the position:	Date:
Supervisor Signature:	
<b>PERSONNEL USE ONLY: This personnel transaction has been reviewed and approved by:</b>	
C&P Analyst:	Date Approved:

**SPECIAL REQUIREMENTS OF POSITION (IF ANY):**

- ☒ Designated under Conflict of Interest Code. Disclosure Category 8
- ☐ Duties performed may require annual physical.
- ☐ Duties require participation in the DMV Pull Notice Program (drives on state business 6 or more time per month).
- ☐ Requires the utilization of a self-contained breathing apparatus.\*
- ☐ Operates heavy motorized vehicles.\*
- ☐ Requires repetitive movement of heavy objects.\*
- ☐ Performs other duties requiring high physical demand.\* (Explain below)

\*May require a pre-employment medical examination.

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**ESSENTIAL FUNCTIONS OF POSITION**

- ☒ **VISION** – You must have sufficient vision to perform the following duties: Work on a computer screen, review printed items, view material on large screens at meetings.
  - ☒ **HEARING** – Your hearing must be sufficiently acute to perform following duties: Communicate with customers, peers, and management.
  - ☒ **SPEECH** – You must have sufficient ability to speak to perform following duties: Communicate with customers, peers, and management.
  - ☐ **CARDIAC/CIRCULATORY SYSTEM** – Your cardiac/circulatory system must be in sufficient condition to perform the following duties:
  - ☐ **RESPIRATORY SYSTEM** – Your respiratory system must be in sufficient condition to perform these duties:
  - ☒ **ORTHOPEDIC** – You must have the ability to use the following selected body parts – a. neck, b. shoulder, c. arm, d. elbow, e. wrist, f. hand, g. finger, h. spine, i. back, j. hip, k. leg, l. knee, m. ankle, n. foot, o. toe, to perform the following duties: use computer (a, b, c, d, e, f, g); attend meetings (h, i, j, k, l, m, n); and, use of appropriate body parts to perform other duties of this position
  - ☒ **MANUAL DEXTERITY** – You must be able to perform the following duties involving manual dexterity: Use a keyboard and mouse and/or write notes with pen and paper, make cable connections, manipulate small computer parts, etc.
  - ☒ **BENDING, STOOPING, KNEELING** – You must be able to bend at the knee or waist, stoop, and kneel to perform the following duties: Move and install computer equipment.
  - ☒ **SITTING OR STANDING** – You must be able to sit or stand for extended periods of time to perform the following duties: Attend meetings, sit and/or stand at desk while working.
  - ☒ **LIFTING** – You must be able to lift up to 30 pounds to perform the following duties: Move and install computer equipment.
  - ☒ **CONCENTRATION** – You must be able to continuously concentrate to perform the following duties: Focus on problem solving and troubleshooting; technical writing; listening to customers, peers, and management; online learning, etc.
  - ☐ **EQUILIBRIUM/BALANCE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
  - ☐ **LOSS OF AWARENESS OR CONSCIOUSNESS** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
  - ☐ **CONTAGIOUS OR COMMUNICABLE DISEASE** – You must be able to perform the following duties in such a manner that you do not jeopardize the safety of others:
  - ☐ **DRIVING OR OPERATING DANGEROUS EQUIPMENT** – You must be able to drive or operate dangerous equipment to perform the following duties:
  - ☐ **Do you have any other physical or mental condition or limitation not listed above that prevent you from performing the essential functions of this position as described in this job description?**
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**EMPLOYEE CERTIFICATION**

- ☐ Yes. I am able to perform all of the above listed essential functions of the position, and have no physical or mental condition or limitation that prevent or otherwise impair me from doing so.
- ☐ Yes, I am able to perform all of the above-listed essential functions of the position, but will require reasonable accommodation in order to do so.
- ☐ No, I am unable to perform one or more of the above-listed essential functions of the position, even with reasonable accommodation.
- ☐ I am not sure if I am able to perform on or more of the above-listed essential functions of the job.

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Signature

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Date